

REMARKS

This application has been carefully reviewed in light of the Office Action dated December 22, 2008. Claims 1, 20 to 22, 41 to 43, 46, 50, 52, 54 and 56 to 64 remain pending in the application, with Claims 49 and 53 having been cancelled herein. Claims 1, 22, 43 and 46 are independent. Reconsideration and further examination are respectfully requested.

Claims 1, 20 to 22, 41 to 43, 46, 49, 50, 52 to 54 and 56 to 64 have been rejected under 35 U.S.C. § 103(a) over JP 2000-259583 (Yuichi). Reconsideration and withdrawal of the rejections are respectfully requested.

The invention concerns sending e-mails that include status information about an apparatus to a destination. According to the claims, a controller sends data to a computer for a user to input a first destination to which the e-mail should be sent, to select a language which is available in the controller to create the e-mail, and a second destination to which a reply to the e-mail is to be sent. The input data is received by the controller, and, at the appropriate time, the controller creates an e-mail which includes a body including information which describes the status of the apparatus in the selected language and a header that includes the second destination data so that a reply to the e-mail is transmitted from the first destination to the second destination. The created e-mail is then transmitted to the first destination. Thus, when, for example, the apparatus encounters an error, the e-mail is generated in the selected language corresponding to the first destination, to include the status error in the body and the second (reply) destination in the header, and the e-mail is sent to the first destination. A user at the first destination can then reply to the

e-mail, which reply goes to the second destination. With this, for instance, and administrator that might receive the e-mail can reply so that the e-mail is sent to a technician to attend to the error.

Referring specifically to the claim language, amended independent Claim 1 is directed to a communication controller for controlling communication between an apparatus and a computer, comprising a sending unit constructed to send, to the computer, data for enabling a user of the computer, by using a browsing software running on the computer, to input a first destination to which an e-mail is to be transmitted from the communication controller, to select one of a plurality of languages which are available in the communication controller to create the e-mail, and to input a second destination to which a reply to the e-mail is to be transmitted from the first destination, in response to a request from the computer to send the data, a receiving unit constructed to receive, from the computer, first destination data indicating the first destination input by the user in the browsing software, language data indicating the language selected by the user in the browsing software, and second destination data indicating the second destination input by the user in the browsing software, based on the data sent to the computer by the sending unit, an obtaining unit constructed to obtain a status of the apparatus, a creating unit constructed to create an e-mail which has a body including information which describes the status obtained by the obtaining unit in the language indicated by the language data received by the receiving unit and a header including the second destination data received by the receiving unit, so that the reply to the e-mail is to be transmitted from the first destination to the second destination, and a transmitting unit that constructed to transmit

the e-mail created by the e-mail creating unit to the first destination based on the first destination data received by the receiving unit.

Claims 22, 43 and 46 are apparatus, method, and computer medium claims, respectively, that substantially corresponding to Claim 1.

Yuichi is not seen to teach the features of the invention, and in particular, is not seen to teach at least the features of a communication controller/apparatus i) receiving first destination data indicating a first destination to which an e-mail is to be sent to, language data indicating a language available in the controller to create the e-mail, and second destination data indicating a second destination to which a reply to the e-mail is to be sent, and ii) creating an e-mail which has a body including information which describes a status of the apparatus in the language indicated by the received language data and a header including the second destination data, so that the reply to the e-mail is to be transmitted from the first destination to the second destination.

Yuichi discloses that an NMS (network management system) 200 detects a failure on a network 100, a server 300 generates failure information concerning the failure detected by the NMS 200 in a language suitable for a user to which the failure should be notified and in a format suitable for a notification media owned by the user to which the failure should be notified, and the server 300 notifies the generated failure information to a notification destination of the user to which the failure should be notified. In addition, if the failure information is notified to the notification destination, the user of the notification destination issues a trouble ticket and transmits the issued trouble ticket to a help desk system.

The Office Action asserts that the help desk system 500 in Yuichi corresponds to the second destination in the present invention, and thus Yuichi discloses the creating unit (step) of the present invention. However, it is believed that the creating unit (step) of the present invention is not disclosed in Yuichi.

More specifically, Yuichi does not disclose an operation corresponding to "creates an e-mail which has a body including information which describes the status obtained by said obtaining unit in the language indicated by the language data received by said receiving unit and a header including the second destination data received by said receiving unit" (e.g., Claim 1) or "creates an e-mail which has a body including information which describes a status of said communication apparatus in the language indicated by the language data received by said receiving unit and a header including the second destination data received by said receiving unit" (e.g., Claim 22). Rather, Yuichi discloses as follows.

[0006] ...In the unified message system server, ... the failure message corresponding to the notification medium selected by the selected notification destination is created and notified by using the selected language (Step 4), ...;

[0011] ... The unified message system server 300 which has the message creation/notification means 370 which creates, by using the language selected by the language selection means 350, the failure message corresponding to the notification medium selected by the selected notification destination and notifies the created message ...;

[0035] The failure information creation unit 330 creates the failure information indicating that the device at which location and by which user failed, by combining the alarm information collected by the NMS. ...;

[0041] Next, the failure information creation unit 330 creates the Japanese failure information and the English failure information, stores the created Japanese failure information in the Japanese failure information storage unit 340, and stores the English failure information in the English failure information storage unit 345 (Step 120).

As apparent from these disclosures, Yuichi discloses that the server 300 creates, by using the selected language, the failure message to be transmitted to the client 400 or the like, but does not disclose and suggest that the destination and the like of the help desk system 500 are included in the failure message, much less that the failure message is created as the e-mail and the destination of the help desk system 500 is included in the header of the created e-mail.

Yuichi also does not disclose an operation corresponding to "creates an e-mail ... , so that the reply to the e-mail is to be transmitted from the first destination to the second destination" (e.g., Claim 1). In this regard, Yuichi discloses as follows.

[0006] ... In the unified message system server, ... the trouble ticket created by the terminal to which the failure information has been notified is obtained, the trouble ticket to be transmitted to the help desk system is created (Step 5), and the created trouble ticket is transmitted to the help desk system (Step 6).";

[0011] ... The unified message system server 300 which has the trouble ticket creation means 390 which obtains the trouble ticket created by the terminal to which the failure information has been notified, creates the trouble ticket to be transmitted to the help desk system, and transmits the created trouble ticket to the help desk system.;

[0044] Next, the trouble ticket 510 is created by the trouble ticket creation unit 410 of the notified client 400 and immediately transmitted to the help desk system 500 (Step 230). ...; and

[0047] In response to the operation from the telephone 450 concerning the failure notification, the telephone control unit 380 immediately causes the trouble ticket creation unit 390 to create and transmit the trouble ticket 510 to the help desk system 500 (step 460).

As apparent from these disclosures, Yuichi discloses that, when the client 400 or the like receives the failure message from the server 300, the client 400 or the like

creates the trouble ticket and transmits it to the help desk system 500, but does not disclose or suggest that the transmission destination of the reply to the failure message is determined based on some kind or another data included in the failure message. In Yuichi, when the client 400 or the like receives the failure message, all the trouble tickets created are transmitted to the help desk system 500. Accordingly, it is surmised that the destination of the help desk system 500 has been previously stored anywhere, and the client 400 or the like always sets the stored destination as the transmission destination of the trouble tickets.

In view of the foregoing deficiencies of the applied art, independent Claims 1, 22, 43 and 46, as well as the claims dependent therefrom, are believed to be allowable.

No other matters having been raised, the entire application is believed to be in condition for allowance and such action is respectfully requested at the Examiner's earliest convenience.

Applicants' undersigned attorney may be reached in our Costa Mesa,
California office at (714) 540-8700. All correspondence should continue to be directed to
our below-listed address.

Respectfully submitted,

/Edward Kmett/

Edward A. Kmett
Attorney for Applicants
Registration No.: 42,746

FITZPATRICK, CELLA, HARPER & SCINTO
30 Rockefeller Plaza
New York, New York 10112-3800
Facsimile: (212) 218-2200

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